



COMMODITY SUPPLEMENTAL FOOD PROGRAM
POLICY AND PROCEDURE MANUAL

Chapter 3

Caseload Management

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COMMODITY SUPPLEMENTAL FOOD PROGRAM POLICY AND PROCEDURE MANUAL

SUBJECT:	Caseload Management	Chapter:	3
		Section:	3.1
REFERENCES:	7 CFR 247.7(b) and 247.10(a)	Page:	1 of 3
		Revised:	8-12-04

PURPOSE: To provide guidelines for the process of caseload management.

POLICY: Assigning and management of caseload will be accomplished in accordance with federal regulations and department policies.

PROCEDURES:

A. The caseload assignment process is as follows:

1. The Missouri Department of Health and Senior Services –Community Food and Nutrition Assistance is granted caseload by the USDA Food and Nutrition Service to serve women, infants, children and elderly persons based on federal budget availability and program participation during the previous federal fiscal year.
2. USDA announces caseload allocation annually in December. USDA evaluates requests for expansion caseload based on actual caseload served during the previous federal fiscal year.
3. Missouri allocates caseload to contractors based on the contractors' requests, their demonstrated capabilities, and projected CSFP eligible population within their service area.
4. Contractors shall allocate caseload to each distribution and certification site based on available caseload, estimated eligible population and the capacity of the site.
5. The authorized caseload assignment will be made in terms of a monthly level, i.e., a caseload assignment of 500 authorizes 500 participants to receive food packages each month for the caseload cycle (January 1 through December 31).

B. Monitor caseload and calculate averages to determine adjustments needed.

1. Local agencies must report, by category, the number of participants who actually receive food packages each month on the FNS-153. See Sections 5.5 and 8.3 and Attachment 5.4.
2. Local agencies shall monitor participation and averages monthly to assure maximum use of caseload and to prevent caseload levels from exceeding the assigned level. Attachment 3.1 – Caseload Averaging Worksheet, is available electronically for this purpose.



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3. Fluctuations in participation are expected. Monthly monitoring will allow local agencies to adjust outreach efforts appropriately. If participation is below the authorized level, outreach efforts should be directed to contact and enroll eligible persons. See Section 3.3. If participation exceeds the authorized level, outreach should be reduced and directed to only those of highest risk. If necessary, a waiting list should be implemented. See Section 2.6.
4. The electronic version of Attachment 3.1 – Caseload Averaging Worksheet contains three tabs. Enter total participation numbers monthly on the “Working” tab. The “Forecast” tab provides space to test several possible scenarios. Do not type on or modify the “Master” tab. Use it only to make copies. Contact 800-733-6251 for technical assistance.
5. Attachment 3.2 – Caseload Averaging Scenarios demonstrates a six-month scenario on the Caseload Averaging Worksheet. For these examples the caseload assignment is 500. The total number of food packages available for the 12-month period, January through December, equals 6,000. That is 500 multiplied by 12.

Example 1: 6000 Total food packages available January thru December.
 - 470 January’s participation as reported on the FNS-153.
 5530 Total food packages available February thru December.
 503 Monthly average packages available for the remaining
 11 months (5530 divided by 11).

Example 2: 5530 Total food packages available February thru December.
 - 485 February’s participation as reported on the FNS-153.
 5045 Total food packages available March thru December.
 505 Monthly average packages available for the remaining
 10 months of the period (5045 divided by 10).

Examples 3 through 6 track each successive month. Each 12 month chart contains formulas to copy the current month distribution numbers into the remaining months providing a forecast of the total food packages to be used during the period if the number of participants were to remain the same.

Example 1 projects serving only 470 participants each of the twelve months and indicates a total of 360 available food packages would be unused by the end of the period. The “Monthly Average Allowable” in January indicates that caseload



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could be increased to 502.7 per month for the remaining 11 months without exceeding authorized levels. The examples demonstrate a gradual increase of participants up to 510 in May, Example 5. This number exceeds the “Monthly Average Allowable” amount from the previous month, 505, and results in a negative “Total Remaining Caseload” in December, if distribution remains at 510 per month.

In June, Example 6, participation drops to 504 through natural attrition. The “Total Remaining Caseload” in December is once again positive. However, if participation had not dropped, a waiting list might need to be implemented until participation reduced to appropriate levels and the “Total Remaining Caseload” projected for December was either zero or a positive number.



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SUBJECT:	Participant No-show Policy	Chapter:	3
		Section:	3.2
REFERENCES:	7 CFR 247	Page:	1 of 1
		Revised:	8-12-04

PURPOSE: To establish the maximum allowable period that persons may fail to pick-up food packages and remain enrolled in the program.

POLICY: To remain enrolled in the Commodity Supplemental Food Program, persons may fail to pick-up food during no more than two consecutive months.

PROCEDURES:

- A. Local agencies shall establish a “no-show” policy stating the maximum allowable period that persons may fail to pick-up food packages and remain enrolled in the program. The period may not exceed two consecutive months.
- B. The “no-show” policy shall be posted in a prominent location and each participant shall be informed of this policy during certification and recertification.
- C. Participants who violate the established “no-show” policy shall be notified that failure to contact the local agency within 15 days will result in removal from the program. Refer to Section 2.7D for the proper procedures to follow when notifying participants.
- D. Participants who are removed from the program for violation of the “no-show” policy are allowed to reapply for benefits. If a waiting list exist, all applications must be placed on the list by category, and in the order which they contacted the agency.



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SUBJECT:	Outreach Efforts	Chapter:	3
		Section:	3.3
REFERENCES:	7 CFR 247	Page:	1 of 1
		Revised:	8-19-04

PURPOSE: To outline outreach activities designed to maximize caseload utilization.

POLICY: Outreach activities shall be conducted at both the State and local agency level.

PROCEDURES:

- A. At the state level, activities are coordinated with the WIC state agency. All persons applying for the WIC program who cannot receive WIC benefits because of caseload limitations or lack of risk factors required for WIC certification are referred to the CSFP program nearest to them. Outreach efforts are specifically targeted to the WIC “graduates” such as non-breastfeeding women greater than six months postpartum and children beyond their 5th birthday.
- B. On an annual basis, MDHSS will submit a press release to appropriate Missouri newspapers, radio stations, and television stations, to announce the availability of the CSFP, on behalf of each local agency with available caseload. Eligibility criteria and income guidelines will be published with the press release. The press release will also be posted on the Department web page at <http://www.dhss.mo.gov>.
- C. Local agencies shall also work closely with the WIC agencies in their service areas to market the program. Outreach flyers are available to promote and advertise the CSFP in WIC agencies. See attachments 3.3 and 3.4.
- D. Outreach to elderly populations may be conducted through the Area Agencies on Aging, as well as through a variety of community venues. Flyers outlining the program benefits and criteria for participation are available to the agencies and the senior centers they serve. See attachments 3.4 and 3.5. A toll free number is provided to direct potential participants to the nearest CSFP local agency as well as being posted on the web at http://www.dhss.mo.gov/csfp/sites_csfp.htm.
- E. The state works closely with local agencies to assure that all outreach activities are conducted in accordance with the plan. Local agencies shall use the flyers to post and/or distribute to local businesses and other community agencies announcing the availability of the program and where to go to get benefits.



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SUBJECT:	Homebound Elderly	Chapter:	3
		Section:	3.4
REFERENCES:	7 CFR 247.7	Page:	1 of 1
		Revised:	8-12-04

PURPOSE: To outline efforts that are required to meet the needs of homebound elderly.

POLICY: Local agencies shall make arrangements to meet the needs of homebound elderly.

PROCEDURES:

- A. Local agencies shall coordinate efforts to meet the needs of homebound elderly with the local Area Agency on Aging (AAA) and the homebound “Meals on Wheels” program. Local agencies shall work with AAAs to identify potential homebound participants, to conduct outreach, and to conduct certification and delivery of food packages. Local agencies shall also allow designated proxies to pick up food packages for homebound elderly individuals.
- B. When appropriate, local agencies shall conduct training to volunteers in the communities to take applications to elderly persons and to collect appropriate information and documentation. Actual certification of the homebound elderly shall occur at the certification sites.
- C. Food packages shall be delivered directly by the local agency, by volunteers and/or proxies or, if possible, by programs in the AAA, such as the “Meals on Wheels” program. The homebound elderly recipient or their proxy shall be required to sign a roster or receipt upon delivery of the food package.

Caseload Averaging Worksheet

Attachment 3.1

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
January		-	-	11	0.0
February	-	-	-	10	0.0
March	-	-	-	9	0.0
April	-	-	-	8	0.0
May	-	-	-	7	0.0
June	-	-	-	6	0.0
July	-	-	-	5	0.0
August	-	-	-	4	0.0
September	-	-	-	3	0.0
October	-	-	-	2	0.0
November	-	-	-	1	0.0
December	-	-	-	0	

INSTRUCTIONS:

1. Enter authorized caseload in green cell A4
2. Enter number of participants served each month in column B from the FNS 153.
3. Attempt to certify the average numbers reflected in column F of the month entered.
4. Negative numbers anywhere in column D should prompt action. Reduce outreach.
May need to implement waiting lists.

NOTICE:

Future months in column B will show the number entered in the current month. In other words, when a number is entered in January that same number appears each month below. Then when a number is entered in February, that number appears in each month below.

THREE WORKSHEETS:

This spreadsheet has three worksheets or tabs titled: Master, Working, and Future.

"Master" tab:

Do not enter data on the "Master" tab. Use it only to make copies.

"Working" tab:

Enter current month data only on the "Working" tab.

Update the "Working" tab monthly with the totals from FNS 153.

"Future" tab:

Use the "Future" tab to enter "what if" scenarios for planning purposed.

The "Future" tab has multiple charts to enter several different scenarios.

For Technical Assistance: Call 800-733-6251.

Caseload Averaging Worksheet

Attachment 3.2

Example 1:

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
500					
January	470	470	5,530	11	502.7
February	470	940	5,060	10	506.0
March	470	1,410	4,590	9	510.0
April	470	1,880	4,120	8	515.0
May	470	2,350	3,650	7	521.4
June	470	2,820	3,180	6	530.0
July	470	3,290	2,710	5	542.0
August	470	3,760	2,240	4	560.0
September	470	4,230	1,770	3	590.0
October	470	4,700	1,300	2	650.0
November	470	5,170	830	1	830.0
December	470	5,640	360	0	

Example 2:

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
500					
January	470	470	5,530	11	502.7
February	485	955	5,045	10	504.5
March	485	1,440	4,560	9	506.7
April	485	1,925	4,075	8	509.4
May	485	2,410	3,590	7	512.9
June	485	2,895	3,105	6	517.5
July	485	3,380	2,620	5	524.0
August	485	3,865	2,135	4	533.8
September	485	4,350	1,650	3	550.0
October	485	4,835	1,165	2	582.5
November	485	5,320	680	1	680.0
December	485	5,805	195	0	

Example 3:

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
500					
January	470	470	5,530	11	502.7
February	485	955	5,045	10	504.5
March	500	1,455	4,545	9	505.0
April	500	1,955	4,045	8	505.6
May	500	2,455	3,545	7	506.4
June	500	2,955	3,045	6	507.5
July	500	3,455	2,545	5	509.0
August	500	3,955	2,045	4	511.3
September	500	4,455	1,545	3	515.0
October	500	4,955	1,045	2	522.5
November	500	5,455	545	1	545.0
December	500	5,955	45	0	

Caseload Averaging Worksheet

Attachment 3.2

Example 4:

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
500					
January	470	470	5,530	11	502.7
February	485	955	5,045	10	504.5
March	500	1,455	4,545	9	505.0
April	505	1,960	4,040	8	505.0
May	505	2,465	3,535	7	505.0
June	505	2,970	3,030	6	505.0
July	505	3,475	2,525	5	505.0
August	505	3,980	2,020	4	505.0
September	505	4,485	1,515	3	505.0
October	505	4,990	1,010	2	505.0
November	505	5,495	505	1	505.0
December	505	6,000	-	0	

Example 5:

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
500					
January	470	470	5,530	11	502.7
February	485	955	5,045	10	504.5
March	500	1,455	4,545	9	505.0
April	505	1,960	4,040	8	505.0
May	510	2,470	3,530	7	504.3
June	510	2,980	3,020	6	503.3
July	510	3,490	2,510	5	502.0
August	510	4,000	2,000	4	500.0
September	510	4,510	1,490	3	496.7
October	510	5,020	980	2	490.0
November	510	5,530	470	1	470.0
December	510	6,040	(40)	0	

Example 6:

A	B	C	D	E	F
Authorized Caseload	Total CSFP Participants by month	Cumulative Total Participants	Total Remaining Caseload	Months Remaining in period	Monthly Average Allowable
500					
January	470	470	5,530	11	502.7
February	485	955	5,045	10	504.5
March	500	1,455	4,545	9	505.0
April	505	1,960	4,040	8	505.0
May	510	2,470	3,530	7	504.3
June	504	2,974	3,026	6	504.3
July	504	3,478	2,522	5	504.4
August	504	3,982	2,018	4	504.5
September	504	4,486	1,514	3	504.7
October	504	4,990	1,010	2	505.0
November	504	5,494	506	1	506.0
December	504	5,998	2	0	

Missouri Department of Health and Senior Services
Division of Community Health
Commodity Supplemental Food Program

Has your eligibility run out for the Supplemental Nutrition Program for Women, Infants and Children (WIC) or do you know older adults in need of supplemental nutrition?

Check out the eligibility criteria for the Commodity Supplemental Food Program (CSFP).



Who does CSFP serve?

If you are pregnant, breastfeeding, have given birth within the last year, have infants or children up to age six living in your home, have limited income, and **are not** participating in the WIC Program or if your eligibility for the WIC program has run out, you may be eligible to participate in the CSFP. Older adults, age sixty or older, who live in low-income households may also participate in CSFP.

What is the CSFP?

The CSFP provides nutritious commodity foods to eligible clients. Each food package is worth about \$45.00 and consists of canned fruits, vegetables, meat, cheese, cereals and grain products and milk products provided to each eligible individual each month.

What income criteria must be met?

Women, infants and children must live in households with a gross annual income at or below 185% of the federal poverty level (\$34,873 for a household of 4). Older adults must have gross annual incomes at or below 130% of federal poverty (\$16,237 for a household of 2)

What do I need to sign up?

Proof of residence (an I.D. with current address such as a driver's license) and a birth certificate (for eligible infants and children and for postpartum or breastfeeding verification). Pregnant women whose pregnancy is not visible will need a note from the doctor verifying the pregnancy.

Where do I go?

For a site near you, call 800-733-6251 or go to http://www.dhss.mo.gov/csfp/sites_csfp.htm.



Do you have trouble making ends meet each month?
 Do you sometimes have to choose between buying food and paying bills?
 If so, the **Commodity Supplemental Food Program** can help you!!

What is the CSFP?

The CSFP provides nutritious commodity foods to women, infants, children who **are not** participating in the Supplemental Nutrition Program for Women, Infants and Children (the WIC Program) or whose eligibility for the WIC program has run out and older adults who live in low-income households. A food package worth about \$45.00, consisting of canned fruits, vegetables, meat, cheese, cereals and grain products and milk products, is provided to each eligible individual each month.

Who can receive a food package?

- ✓ Pregnant women
- ✓ Postpartum women up to one year after giving birth
(WIC eligibility expires at six months for some women)
- ✓ Breastfeeding women up to one year after giving birth
- ✓ Infants
- ✓ Children up to their sixth birthday
(WIC eligibility expires at their fifth birthday)
- ✓ Older adults, age 60 and above



What income criteria must be met?

Women, infants and children must have gross annual incomes at or below 185% of the federal poverty level (\$34,873 for a household of 4). Older adults must have gross annual incomes at or below 130% of federal poverty (\$16,237 for a household of 2).

What do I need to bring to sign up?

- ▶ Pregnant women - proof of current address and letter from doctor if the pregnancy is not showing.
- ▶ Postpartum women - proof of current address and birth certificate or other record of birth for infant less than one year of age.
- ▶ Breastfeeding women - proof of current address and birth certificate or other record of birth for infant less than one year of age.
- ▶ Infants - proof of current address and birth certificate or other record of birth.
- ▶ Children - proof of current address and birth certificate or other record of birth.
- ▶ Older adults - proof of current address and birth certificate or driver's license.

Where do I go?

For a site near you, call 800-733-6251 or go to
http://www.dhss.mo.gov/csfp/sites_csfp.htm



Missouri Department of Health and Senior Services
Division of Community Health

The Commodity Supplemental Food Program for Seniors



If you are age 60 and older and have limited income, then the Commodity Supplemental Food Program (CSFP) is for you. The CSFP provides nutritious food packages to eligible seniors each month.

How do Seniors qualify?

If you are age 60 or older and have a limited income (\$16,237 annually for a household of two), you are eligible to participate in the CSFP.

What does the CSFP provide?

A food package worth about \$45.00, consisting of canned fruits, vegetables, meat, cheese, cereals and grain products and milk products, is provided each month.

What will I need to get signed up?

Proof of residence (an I.D. with current address), and a driver's license or a birth certificate.

Where do I go?

Call 1-800-733-6251 for a site near you or visit <http://www.dhss.mo.gov/csfp>.

The Commodity Supplemental Food Program
Your "key" to good health.



Missouri Department of Health and Senior Services
Division of Community Health

The Commodity Supplemental Food Program for Seniors



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